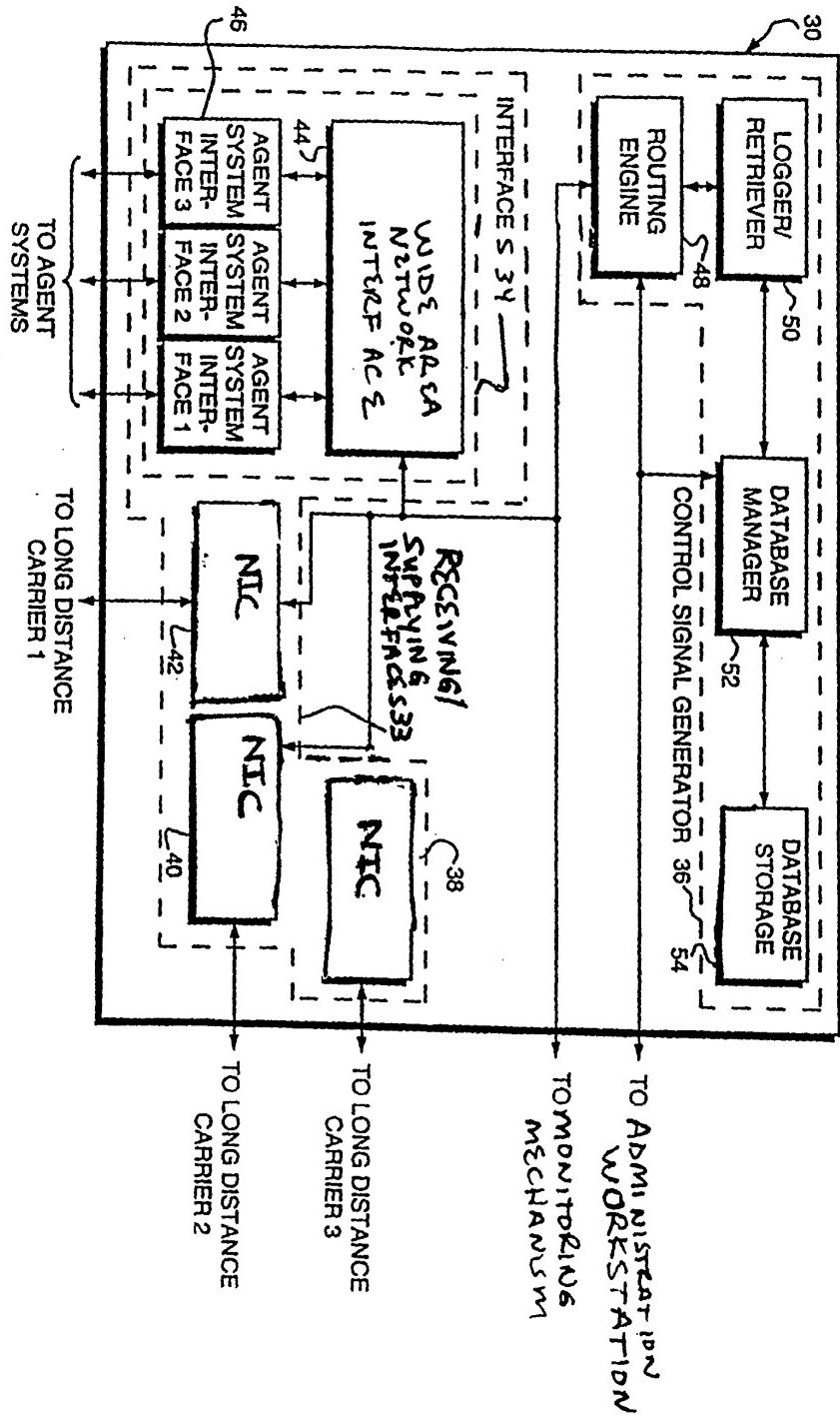


FIG. 1



טג. ז

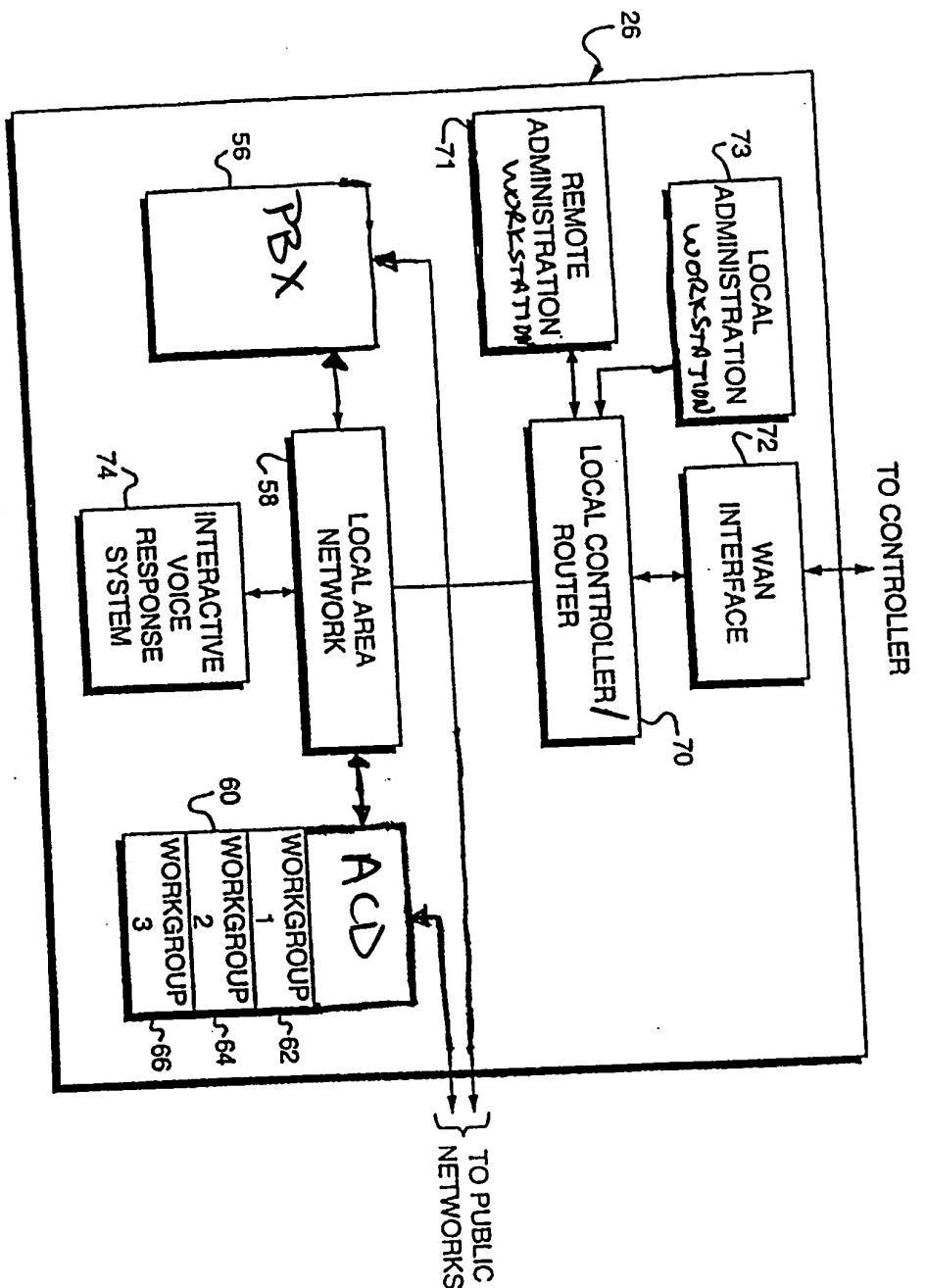


FIG. 3

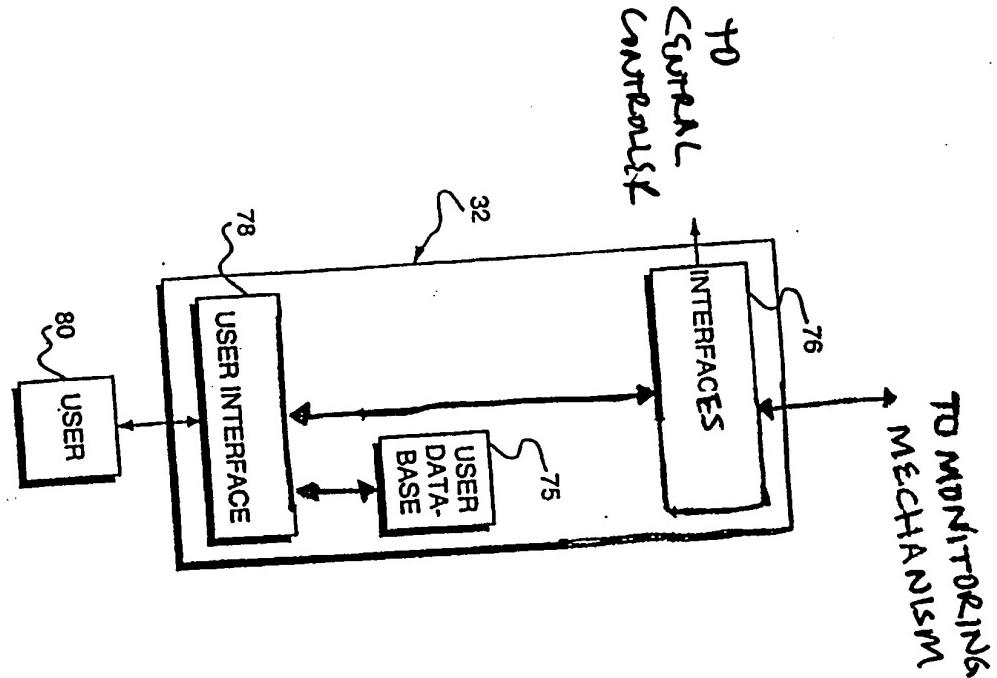
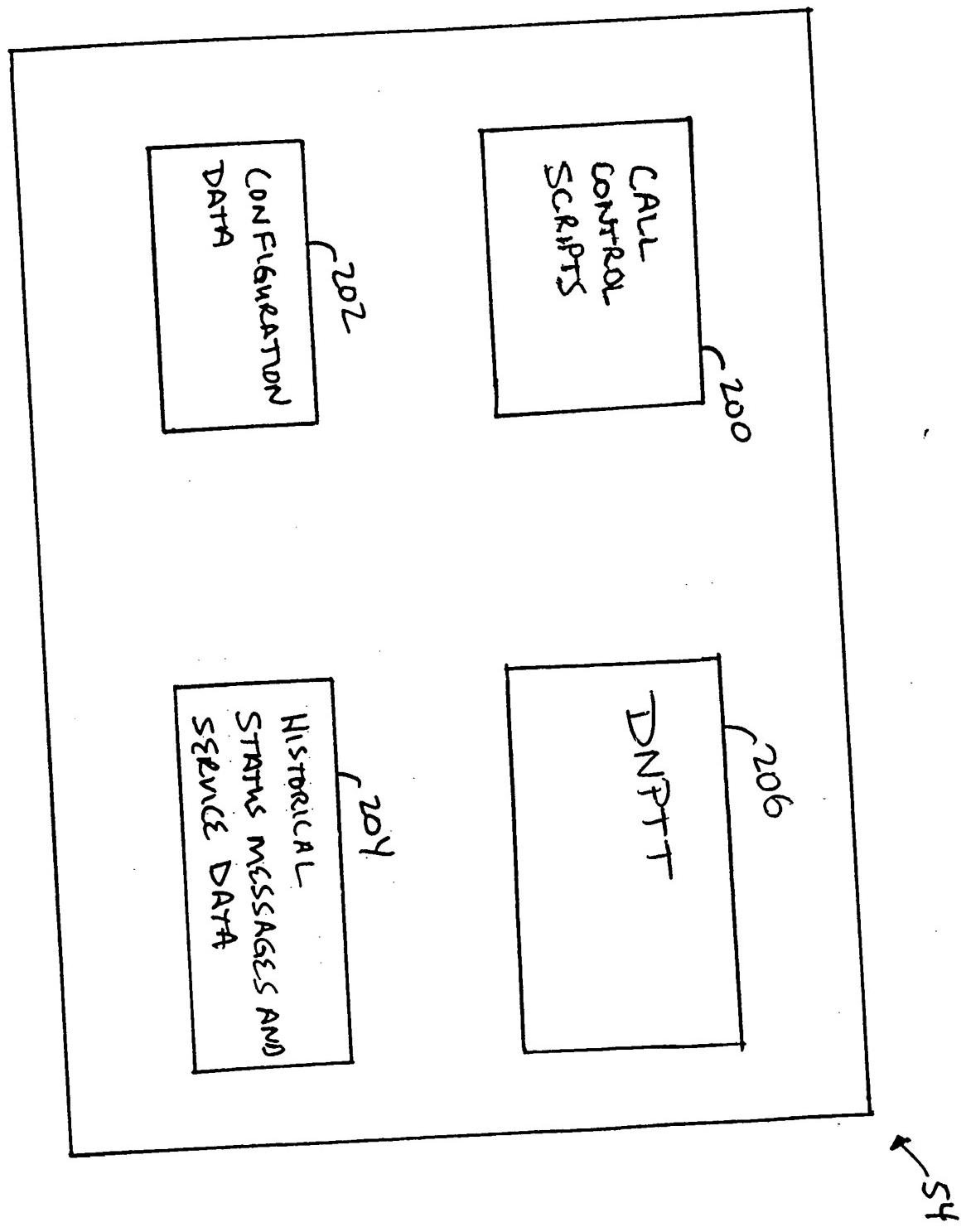


FIG. 4

FIG. 5



TO controller

300

24

WAN INTERFACE

304

CTI
CONTROLLER

LOCAL CONTROLLER/
ROUTER 302

303

301

TO PUBLIC
NETWORKS

↑

302

AGENT CTI
WORKSTATION

308

309
HUMAN
AGENT

310

AGENT CTI
WORKSTATION

306

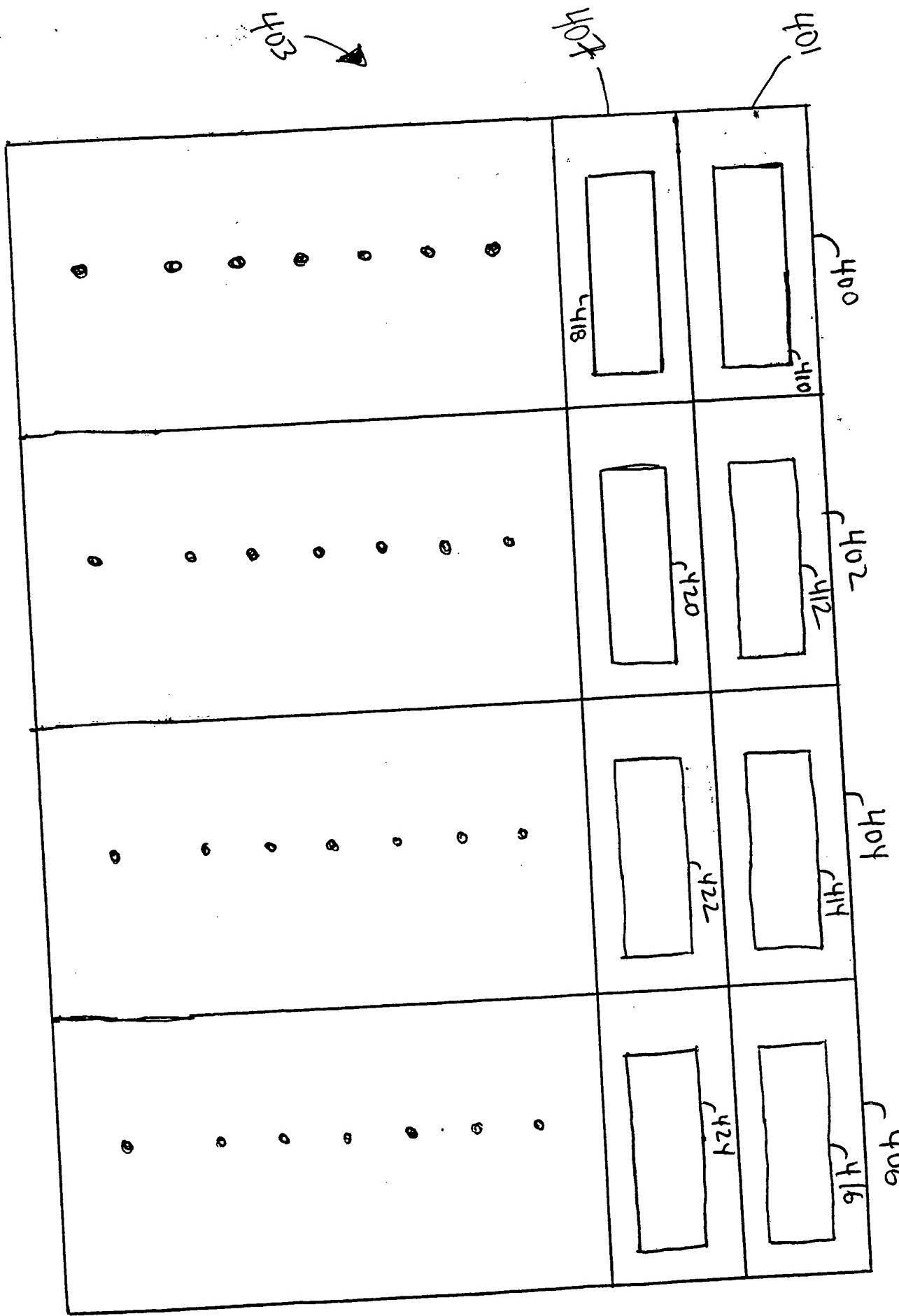
311
HUMAN
AGENT

TO PUBLIC
NETWORKS

F16.6

Fig. 7

206



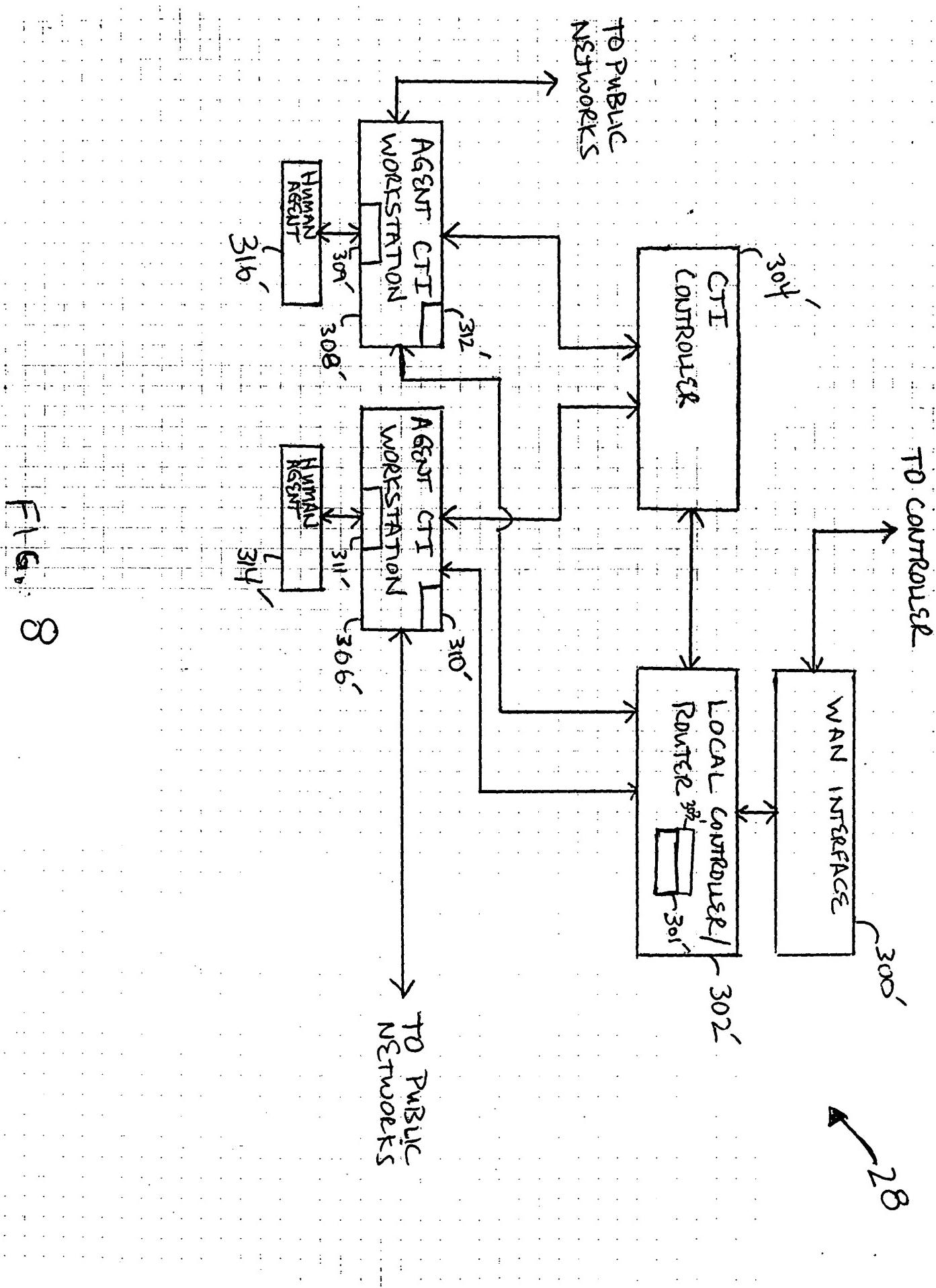


FIG. 8